

PUBLIC WARNING NOTICE

FROM THE COMMISSIONER OF NORTHERN TERRITORY CONSUMER AFFAIRS

Issued under section 223 of the Australian Consumer Law

NICK RAY ELECTRICS PTY LTD (NRE) ACN 136 431 493

The Commissioner of Consumer Affairs is issuing a public warning notice to warn consumers not to deal with Nick Ray Electrics Pty Ltd, an electrical contracting company registered in Queensland. NRE has been operating in the Northern Territory, supplying and installing Photovoltaic (PV) solar systems since April 2013.

Nicholas Kevin Ray, a licensed electrical contractor (Registration Nos: A 12516 (NT), C2928 (Qld) and 203731C (NSW) is the sole director of Nick Ray Electrics.

Consumer Affairs has received a number of complaints and enquiries from consumers who have had dealings with Nick Ray Electrics in respect of PV solar installations. The complaints allege that:

Consumers have paid for the supply and installation of PV solar systems which cannot be connected to the grid due to:

- non-compliant electrical installation
- failure to issue an electrical Certificate of Compliance as prescribed
- failure to submit requisite permits, paperwork and fees to NT regulators in circumstances where these were represented as being included in the contract price paid.

Consumers have experienced an inability to contact the company or its representatives. The NRE contact number 1300 663 303 is currently unavailable. There has also been a failure to respond to written correspondence.


The trader has failed to refund a consumer \$4000 for a deposit collected twice.

Some systems installed are not as described in the purchase agreement.

The Commissioner is warning the public about the alleged conduct as the Commissioner:

1. Has reasonable grounds to suspect that it may constitute breaches of the Australian Consumer Law.
2. Is satisfied that one or more persons has suffered, or is likely to suffer detriment as a result of the alleged conduct; and
3. Is satisfied that it is in the public interest to issue a public warning notice.

If anyone has any concerns about their dealings with Nick Ray Electrics Pty Ltd they should contact Consumer Affairs on 1800 019 319 or email consumer@nt.gov.au.



Commissioner of Consumer Affairs

Date 13 November 2013